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FOR IMMEDIATE RELEASE

10-88

September 19, 2010

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**MORE INFORMATION**

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Communications & Intergovernmental Affairs

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**DEP to Kick Off Customer Outreach Meetings  
Events Are An Opportunity To Help Customers Save Money and Manage Their Bills More Easily**

Environmental Protection Commissioner Cas Holloway today announced a series of community meetings that will help the public learn more about DEP's new and existing customer service initiatives. In 2010, DEP launched a number of programs that can either help reduce water and sewer bills or provide financial assistance to those in need, including online wireless meter reading, the Water Debt Assistance Program, and a 2% discount for customers who pay by direct debit. In addition to these programs, DEP customer service representatives will be available to assist with other bill payment options and issues.

"DEP is working hard to give our customers the tools and support they need to make smart decisions about their water use," said Commissioner Holloway. "This summer, Mayor Bloomberg launched online wireless meter reading, which will revolutionize how DEP's 835,000 customers can monitor their water use and manage their bills. And we have launched a number of other initiatives to help people struggling to make their payments. These meetings will help ensure that our customers are aware of all of their options and take full advantage of them. We are committed to our customers, and that means being as transparent, responsive and efficient as possible."

In addition to customer service representatives who will be on hand at the meetings to answer specific questions about individual accounts, individuals unable to attend can contact DEP at (718) 595-7000 or visit DEP's website at [www.nyc.gov/dep](http://www.nyc.gov/dep).

The dates and locations for each meeting are as follows:

**Co-sponsor:** Council Member Leroy G. Comrie

**Date:** Monday, September 20

**Time:** 6:00 pm - 8:00 pm

**Location:** York College Small Theater

Construction, Demolition &  
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94-45 Guy R. Brewer Boulevard

Jamaica, NY 11451

**Co-sponsor:** Council Member Oliver Koppell

**Date:** Tuesday, September 21

**Time:** 6:00 pm - 8:00 pm

**Location:** Riverdale Y  
5625 Arlington Avenue  
Off Riverdale Avenue at 256<sup>th</sup> Street  
Bronx, NY 10471

**Co-sponsor:** Office of the late Council Member Thomas  
White Jr.

**Date:** Friday, September 24

**Time:** 6:00 pm - 8:00 pm

**Location:** Rockaway Boulevard Senior Center  
123-10 143<sup>rd</sup> Street, near Rockaway  
Boulevard  
Jamaica, NY 11436

**Co-sponsor:** Council Member Lew Fidler

**Date:** Wednesday, October 6

**Time:** 6:00 pm - 8:00 pm

**Location:** Kings Bay Y  
3495 Nostrand Avenue  
Brooklyn, NY 11229

Additional meetings being planned will be posted on  
[www.nyc.gov/dep](http://www.nyc.gov/dep) as they are finalized.

DEP manages the City's water supply, providing more than 1 billion gallons of water each day to more than 9 million residents, including 8 million in New York City. Approximately 7,000 miles of water mains, tunnels and aqueducts bring water to homes and businesses and 7,400 miles of sewer lines take wastewater to 14 in-City treatment plants. DEP also manages storm water throughout the City and ensures that the City's facilities comply with the Clean Water Act, and other federal, state and local rules and regulations

### Related Links

▶ [Community Outreach Meetings Dates and Times](#)

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